

# SKY (Supporting Kentucky Youth) Program Frequently Asked Questions

**Updated: July 1, 2021**

The Kentucky Department for Medicaid Services (DMS) has provided some of the most Frequently Asked Questions (FAQs) about the Supporting Kentucky Youth (SKY) Program. This resource will help inform members, families, caregivers, providers and others about the new program. As needed, DMS will update or add new FAQs so please continue to check the DMS website for the latest information.

For more information about the SKY program, contact Aetna Better Health of Kentucky's Member Services team at **1-855-300-5528 (TTY: 711)** or access information [here](#).

For Aetna Better Health of Kentucky contact information, please consult the tables below:

## Important Contact Information

Aetna Member Services	1-855-300-5528
Aetna Provider Services	1-855-300-5528
Aetna 24-hr Nurse Line	1-855-620-3924
Aetna 24-hr Behavioral Health Crisis Line	1-888-604-6106
<b>Prior Authorization Contacts</b>	
Physical Health Authorization Fax	1-833-689-1422
Physical Health Concurrent Reviews Fax	1-833-689-1423
Behavioral Health Authorization Fax	1-833-689-1424
<b>Pharmacy Contacts</b>	
MedImpact	1-800-210-7628 (TTY: 711)
<b>SKY Provider Relations</b>	
Providers who would like to join the Aetna Better Health of Kentucky network, contact:	1-855-454-0061 or by <a href="#">email</a>

## Important Websites and Email Addresses

Printable SKY [FAQs](#)

[Aetna Better Health](#)

[Case Management Email](#)

[Provider Directory](#)

[Provider Portal](#)

[Member Handbook and SKY Companion Guide](#)

## SKY Program Definitions

As you review the Frequently Asked Questions, please refer to the following definitions:

**Adoptive assistance** means the program that provides financial and Medicaid benefits to adoptive families who adopt children with special needs up to eighteen (18) years of age. The continued provision of adoption assistance applies regardless of the state of residence of the child.

**Adoptive parent** means an adult who provides a child a permanent home through a court process that, once final, names the adoptive parents as the child's legal parent.

**Department for Community Based Services (DCBS)** is the department within the Kentucky Cabinet for Health and Family Services that oversees the eligibility determinations for the Department and the management of the foster care and adoption assistance programs.

Department of Juvenile Justice (DJJ) is the department within the Kentucky Justice and Public Safety Cabinet responsible for prevention programs for at-risk youth in communities all over the Commonwealth, including court intake, residential placement and treatment services, probation, community aftercare and reintegration programs, as well as the confinement of youth awaiting adult placement or court.

**Dually involved** means a youth under the care of both DJJ and DCBS.

**Fictive kin caregivers** are individuals who are not related to a child by birth, marriage, or adoption but who have an emotionally significant relationship with the child. These individuals take on the characteristics of a family relationship and/or an alternate caregiver.

**Foster care** means the twenty-four (24) hour temporary care for children placed away from their parents or guardians and for whom DCBS has placement and care responsibility.

**Foster care caregiver** means the DCBS-authorized caretaker for a child in foster care who may be the foster parent(s), relative(s), fictive kin, or twenty-four (24)-hour childcare facility staff.

**Foster parent** means a caregiver who assumes the daily caretaking responsibilities for children who have been placed in their home by DCBS.

**Former foster care youth** means young adults under the age of 26 who were in foster care at age 18 or older.

**Medicaid eligible DJJ youth** means those youth in DJJ care that meet the eligibility requirement for Medicaid.

**Out of Home Care (OOHC)** means the placement of children in foster care in foster family homes, foster homes of relatives or fictive kin, group homes, residential facilities, childcare institutions, and pre-adoptive homes.

**Pharmacy Benefit Manager (PBM)** means the company that partners with Kentucky Medicaid to provide prescription benefits.

**Relative caregiver** means the individual who is related to a child by blood including a relative of half-blood, marriage, or adoption. A relative caregiver is responsible for the primary care of the child.

## **General Questions**

### **1. What is the SKY (Supporting Kentucky Youth) program?**

Beginning January 2021, a single statewide managed care organization (MCO), Aetna Better Health of Kentucky, will manage the new Supporting Kentucky Youth program, also known as SKY. This means that children and youth in foster care in out of home care (OOHC), children receiving adoption

assistance, youth who are dually involved, former foster care youth, and Medicaid eligible DJJ youth will be enrolled with Aetna for their Medicaid Coverage.

## **2. What is the value of the SKY program to eligible members?**

The SKY program offers enhanced benefits to support members:

- A care coordination team will be assigned to each member enrolled in the SKY program and will ensure access to primary care, behavioral health services, dental care, specialty care, wraparound services and social support services. The level of care management services provided by the care coordination teams will be tailored to meet the needs of each individual SKY member. The team will also provide the following services:
  - Assist with locating providers and obtaining appointments as needed.
  - Expedite the scheduling of appointments for assessments.
  - Assist with the coordination of covered transportation services.
  - Arrange community supports for members and referrals to community-based resources as necessary.
- A network of support specialists who share similar experiences. This team can help families navigate the system and access their benefits.
- The SKY program provides extra bonus benefits like cell phones, laptops, and wireless plans to youth so that they can maintain connections with their support systems. In addition, other value added services for older youth in care are offered, such as:
  - GED Certification and Job Skills Training
  - Life skills program
  - Nutrition services
- To support the transition from another MCO, Aetna Better Health of Kentucky will collaborate with physicians and other providers to ensure continuity of care, especially for those members with special health care needs.

For more information about extra benefits, visit [Aetna Better Health](#).

## **3. Who is eligible for the SKY program?**

The following groups will be enrolled in the SKY program:

- Children in foster care
- Children in OOH placed with a fictive kin or relative caregiver, including out-of-state caregivers
- Children receiving adoption assistance
- Youth who are Dually Involved
- Former foster care youth
- Medicaid eligible DJJ youth

The following individuals have the option to opt-in or opt-out of the extra benefits and services offered by the SKY program at any time during the year:

- Children receiving adoption assistance
- Former foster care youth
- Medicaid eligible DJJ youth (not youth who are dually involved)

### *SKY Enrollment Exclusions:*

Members receiving Supports for Community Living, Michele P, Acquired Brain Injury, Home and Community-Based or other Medicaid waivers are excluded from the SKY program. Members

receiving long-term care services are also excluded from the program.

**4. Will all SKY-eligible members be enrolled in Aetna Better Health of Kentucky as a member of SKY?**

Yes. All members eligible for the SKY program were automatically enrolled with Aetna Better Health of Kentucky, effective January 1, 2021.

**5. Can a member opt-out of the SKY program?**

Children receiving adoption assistance, former foster care youth and Medicaid eligible DJJ youth have the option to opt-in or opt-out of the SKY program. If they elect to opt-out of the additional support and services offered by the SKY program, these members may select another MCO participating with the Medicaid program or remain with Aetna Better Health of Kentucky as a non-SKY member. The MCO options include:

- Aetna Better Health of Kentucky (non-SKY program)
- Anthem BCBS
- Humana Healthy Horizons in Kentucky
- Passport Health Plan by Molina Healthcare
- UnitedHealthcare Community Plan of Kentucky
- WellCare of Kentucky

**6. How does an eligible member opt-out of the SKY program?**

Children receiving adoption assistance, former foster care youth and Medicaid eligible DJJ youth can choose to opt-out of the SKY program for any reason at any time (requested change may take up to 90 days). These members can remain with Aetna Better Health of Kentucky or choose another contracted MCO to manage their Medicaid benefits. To opt-out of the SKY program, contact Medicaid member services at 1-800-635-2570 or log on to the Medicaid self-service portal through [kynect](#).

These SKY-eligible youth may opt back into the SKY program at any time by following the process referenced above.

**7. How do members get started with the SKY program?**

Aetna Better Health of Kentucky will provide SKY members with a New Member Packet, including the Aetna Better Health of Kentucky Member Handbook and the SKY Member information Companion Guide. These explain how the SKY program works, what services and supports are available and the roles of the Primary Care Provider and Dental Provider, as well as the Aetna Care Coordination team.

**8. What should SKY members do if there is a delay in receiving the new Member Packet?**

SKY members, foster and adoptive parents or other caregivers should contact Aetna Better Health of Kentucky's Member Services team at 1-855-300-5528. The SKY Member Handbook and SKY Companion Guide can be viewed online [here](#).

**9. How does a member confirm that a provider participates in the SKY program with Aetna Better Health of Kentucky?**

Family, foster parents, adoptive parents, fictive kin and relative caregivers, other foster care caregivers, and former foster care youth can contact Aetna Better Health of Kentucky's Member Services team at **1-855-300-5528 (TTY: 711)** or access the [Aetna website](#) to make sure their provider is included in the network.

If a provider is not participating, Aetna can reach out to the provider or the provider can contact Aetna.

#### 10. What if a SKY member sees a Primary Care Provider (PCP) who is not their assigned PCP?

Aetna does not require a referral, so a member can see any Aetna contracted provider. If the member wants that provider to be listed as their PCP, call the Aetna Member Services team at 1-855-300-5528 (TTY: 711).

#### 11. How does a member get a SKY Member ID Card?

Each eligible SKY member receives an Aetna Better Health of Kentucky Member ID card in the mail. The first date the member may receive services from Aetna Better Health of Kentucky is on the Member ID card.

#### 12. Why is the MedImpact logo on the Member ID Card?

Starting July 1, 2021, MedImpact is the Pharmacy Benefit Manager, or PBM, for members enrolled in the SKY Program.

The diagram shows a sample Member ID card with the following fields and labels:

- Name**: Points to the member's name field.
- Your name**: Points to the member's name field.
- Date of Birth**: Points to the date of birth field.
- Your date of birth**: Points to the date of birth field.
- Sex**: Points to the sex field.
- Your Member ID/State Medicaid ID#**: Points to the member ID field.
- Member ID/State Medicaid ID#**: Points to the member ID field.
- PCP**: Points to the primary care provider field.
- Your Primary Care Provider (PCP)**: Points to the primary care provider field.
- PCP Phone**: Points to the primary care provider's phone number field.
- Effective Date**: Points to the effective date field.
- Your PCP's office phone number**: Points to the primary care provider's phone number field.
- Dental PCP**: Points to the primary dental provider field.
- Your Primary Dental Provider**: Points to the primary dental provider field.
- Dental PCP Phone**: Points to the primary dental provider's phone number field.
- Primary Dental Provider's phone number**: Points to the primary dental provider's phone number field.
- RxBIN: 023880 RxPCN: KYPROD1 RxGRP: KYM01**: Points to the pharmacy benefit manager information.
- MedImpact**: Points to the pharmacy benefit manager logo.
- MedImpact manages the pharmacy benefits for members enrolled in the Supporting Kentucky Youth (SKY) Program.**: Points to the pharmacy benefit manager information.
- AetnaBetterHealth.com/Kentucky**: Points to the website URL.
- KY A**: Points to the state code.
- THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.**: Points to the disclaimer.


#### 13. What information will be included on the SKY Member ID card?

The following Information is included on the Aetna Better Health Member ID card:

- Member name
- Date of birth
- Member ID/State Medicaid ID number
- Name of Primary Care Provider (PCP)
- PCP's office phone number

- Effective date of coverage
- Name of Dental Provider
- Dental Provider's phone number

For additional information on SKY Member ID cards or If you do not receive a SKY Member ID card, call Aetna Better Health of Kentucky's Member Services team at 1 (855) 300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET. You may also view your Member ID card on Aetna's mobile app.

Aetna Better Health® of Kentucky


Name

Date of Birth

Member ID/State Medicaid ID#

PCP

PCP Phone

Dental PCP

Dental PCP Phone

Effective Date

Sex

RxBIN: 023880

RxPCN: KYPROD1

RxGRP: KYM01

MedImpact

AetnaBetterHealth.com/Kentucky

KYA

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.

In case of an emergency go to the nearest emergency room or call 911.

IMPORTANT NUMBERS FOR MEMBERS

Member Services
1-855-300-5528 (TTY users 711)

Behavioral Health
1-888-604-6106

24 Hour Nurse Line
1-855-620-3924

IMPORTANT NUMBERS FOR PROVIDERS

Eligibility
1-855-300-5528

Authorization
1-888-725-4969

PHARMACY SUPPORT FROM MEDIMPACT

24/7 Provider Assistance
1-800-210-7628

24/7 Member Assistance
1-800-210-7628

Prior Authorization Assistance
1-844-336-2676

Submit claims to
PO Box 65195, Phoenix, AZ
85082-5195
Payer ID 128KY

KYB



#### 14. How does a SKY member get a replacement ID card?

There are several ways to replace a SKY Member's ID card if it is lost or stolen, or if the member has had a name change or a change in their PCP. These include the following:

- Printing an ID card via Aetna's portal
- Viewing the ID card via the mobile app
- Calling Aetna Member Services to request a new ID card
- Contacting the SKY Care Coordinator for assistance

Aetna will reissue a Member ID card within five days of the request.

#### **Do SKY members have online access to their information?**

Online access, via FamilyConnect, to member information is only for SKY members who have received authorization, including Former Foster Youth, some justice involved youth, and SKY members receiving Adoption Assistance. All other SKY members or their caregiver need to call Member Services at 1-855-300-5528 (TTY: 711) for help. [Click here to log in.](#)

#### 15. What should a SKY member do if there is a coverage issue at a participating pharmacy?

Members and Providers can contact MedImpact 24 hours a day, 7 days a week with questions. The

MedImpact Call Center number is 1-800-210-7628 (TTY: 711).

The Prior Authorization (PA) call center is available from 8:00 AM to 7:00 PM EST. Determinations of PA requests are made within twenty-four (24) hours of receipt. The Prior Authorization Call Center number is 1-844-336-2676.

All of MedImpact's call center numbers are on the back of the member ID card.

If a member's prescription needed a prior approval, a new one is not needed until the current prior approval expires.

**16. With the SKY program, will SKY members in foster care maintain their current Social Service Worker assignment? Will Aetna Care Managers take over all care management for SKY members?**

SKY members in foster care will not change Social Service Worker assignments when enrolled with Aetna Better Health of Kentucky. The SKY Program uses a collaborative practice model. Aetna Care Managers will not assume the role of a DCBS or private agency care manager, but will serve as an additional resource and support to them. The Aetna Care Managers also bring specific health benefit and managed care expertise and can help coordinate benefits. Aetna Care Managers can participate in team meetings and strive to ensure each member's needs are met.

**17. How will a SKY member know when an Aetna Better Health of Kentucky Care Manager has been assigned?**

Aetna Better Health of Kentucky will contact SKY members, foster or adoptive parents and other caregivers after the member's enrollment in Aetna. The care managers's name and contact information will be mailed and assigned care manager will reach out by phone to introduce themselves and begin coordinating services so there will be no lapse in current medical care.

For additional information, contact Aetna Better Health of Kentucky's Member Services team at 1-855-300-5528.

**18. Can I participate in an informational session to learn more about the SKY program?**

Yes. Aetna Better Health of Kentucky is holding virtual informational sessions and other opportunities to learn more. You can check the [calendar on their website](#) for upcoming events.

**Provider Network Questions**

**19. I am a provider who already is enrolled with Aetna Better Health of Kentucky. What do I need to do for my SKY patients?**

At this time, you do not need to do anything if you are already enrolled with Aetna. You are encouraged to learn more about the personalized care management and bonus benefits of the SKY program.

**20. I am not enrolled with Aetna Better Health of Kentucky but have patients who are enrolled in or eligible to enroll in the SKY program. Why should I enroll with Aetna?**

Maintaining an established relationship with SKY children and youth will ensure continuity of care as SKY members access all of the extra supports and services the SKY program offers.

**21. How do I become a contracted provider with Aetna so I can see my patients who are eligible for SKY?**

If you are a current Aetna provider, no action is needed. All participating Aetna Better Health of Kentucky providers are eligible to see SKY members under their existing contract.

Providers can contact Aetna's Network Relations at 1-855-454-0061 or by [email](#) to begin the enrollment process.

New practitioners wanting to join the Aetna network will need to first complete the [Nomination Form](#) on the Aetna Better Health of Kentucky website. Aetna's contracting team will provide support in completing the contracting packet. All practitioners must have an effective Kentucky Medicaid ID number to participate with Aetna.

Additional information can be found on [Aetna's provider website](#).